

Prideline Durham Resource Guidebook Survey

1. Introduction

Welcome to the 'Prideline Durham' Resource Guidebook Survey!

Before you begin, please note the following:

Due to the nature of the Guidebook as a community resource, you are encouraged to indicate the name of your organization or business in this survey. Please be assured that the only person who will see your name and survey responses together is the project coordinator (staff member of Community Development Council Durham), who fully adheres to the organization's policies regarding confidentiality in community work.

In addition, you will be contacted after completing the survey to confirm what organization or business information you would like provided in the Guidebook in relation to the services you offer, your location, etc. This process will ensure that nothing is published without consent and that the final product is as accurate as possible.

Thank you so much for lending your valuable time and expertise to this important initiative!

1. Name of Organization, Business, or Group:

2. Municipalities you serve (please check all that apply):

☐ Pickering

☐ Clarington

☐ Ajax

☐ Brock

☐ Whitby

☐ Scugog

☐ Oshawa

☐ Uxbridge

Other (please specify)

3. What is your role in the Durham Region community? (Please use the comments box to specify)

☐ Not-for-Profit Organization

☐ Funding Body

☐ Business/Consultant

☐ Community Interest Group

☐ Health Services Provider

☐ Other (please specify below)

☐ Municipality Body

Comments

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2. Service Demographics

1. Please describe your organization's, business's or group's mandate (or insert your mission/vision statement):

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2. Please list the characteristics that your organization, business or group uses to define 'diversity' (e.g. gender, ethnic background, etc.):

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3. Do you keep track, or have any way of knowing, which diverse and/or marginalized communities you serve?

Please describe below:

☐ Yes

☐ No

Describe:

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3.

1. To your knowledge, how often do you serve diverse groups in general?

☐ Daily

☐ Less than 6 times/year

☐ Weekly

☐ Never

☐ Monthly

☐ Unsure

Comments

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2. To your knowledge, how often do you serve newcomers to Canada?

☐ Daily

☐ Less than 6 times/year

☐ Weekly

☐ Never

☐ Monthly

☐ Unsure

Comments

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3. To your knowledge, how often do you serve people of varied physical and mental abilities?

☐ Daily

☐ Less than 6 times/year

☐ Weekly

☐ Never

☐ Monthly

☐ Unsure

Comments

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4. To your knowledge, how often do you serve members of the LGBTQ (Lesbian Gay Bisexual Transgender Queer) community?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Less than 6 times/year
- ☐ Never
- ☐ Unsure


Comments


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4. Service Challenges

1. How well do you feel your organization, business or group is able to address the needs of diverse groups in general?

 COULD BE BETTER - no specialized services or products that we know of but we try to help everyone we come in contact with

 OK - no specialized in-house resources but we know a few places we can refer people to

 WELL - we have good connections for referring people, depending on their needs, and we have some specialized in-house resources as well


 VERY WELL - our services and/or products are specifically targeted to the needs of diverse groups


2. What would help you to better serve diverse groups? (What additional supports do you require?)


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3. How well do you feel your organization, business or group is able to address the needs of newcomers to Canada?

(These needs could include language challenges, employment help, settlement services, learning about the community or Canada, etc.)

 COULD BE BETTER - no specialized services or products that we know of but we try to help everyone we come in contact with

 OK - no specialized in-house resources but we know a few places we can refer people to

 WELL - we have good connections for referring people, depending on their needs, and we have some specialized in-house resources as well

 VERY WELL - our services and/or products are specifically targeted to the needs of newcomers to Canada

4. What would help you to better serve newcomers to Canada? (What additional supports do you require?)

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5. Service Challenges Continued

1. How well do you feel your organization, business or group is able to address the needs of people with varied physical and mental abilities?

(These needs could include specific equipment to aid in communication or mobility, or could include knowledgeable actions and sensitivities of service staff, etc.)

jn COULD BE BETTER - no specialized services or products that we know of but we try to help everyone we come in contact with

jn OK - no specialized in-house resources but we know a few places we can refer people to

jn WELL - we have good connections for referring people, depending on their needs, and we have some specialized in-house resources as well

jn VERY WELL - our services and/or products are specifically targeted to the needs of people with varied physical and mental abilities

**2. What would help you to better serve people with varied physical and mental abilities?
(What additional supports do you require?)**

3. How well do you feel your organization, business or group is able to address the needs of the LGBTQ (Lesbian Gay Bisexual Transgender Queer) community?
(Needs could include gender neutral washrooms, gender option of 'trans' on intake forms, staff trained in LGBTQ issues, use of inclusive language by staff, such as 'partner', etc.)

jn COULD BE BETTER - no specialized services or products that we know of but we try to help everyone we come in contact with

jn OK - no specialized in-house resources but we know a few places we can refer people to

jn WELL - we have good connections for referring people, depending on their needs, and we have some specialized in-house resources as well

jn VERY WELL - our services and/or products are specifically targeted to the needs of the LGBTQ community

4. What would help you to better serve the LGBTQ community? (What additional supports do you require?)

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6. Policies and Activities

1. Please describe some of the things your organization, business or group does to acknowledge, celebrate and/or respect diversity:

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2. As of this moment, does your organization, business or group have any official or non-official policy or policies around diversity?

☐ Yes

☐ No

☐ Unsure

3. If 'Yes', which of the following issues do these policies relate to? (check all that apply):

- ☐ Hiring Practices
- ☐ Professional Development/Promotion Practices
- ☐ Customer/Front-line Service Standards
- ☐ Building Standards (e.g. wheelchair ramps)
- ☐ Atmosphere/Physical Space (e.g. posters, decoration, etc.)

Comments

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4. If 'No', is there a particular reason?

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7. Policies and Activities Continued

1. Have you, or has your organization, business or group participated in any kind of training or education around diversity that you feel would be beneficial to others?

☐ Yes

☐ No

2. If 'Yes', what made this/these experience(s) meaningful for you or your organization, business or group?

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3. If 'Yes'(Q1), was there anything missing in this/these experience(s) that you or your organization, business or group would like to learn in the future? (Please be as specific as possible):

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4. If you or your organization, business or group have participated in any kind of diversity training or education in the past, to what extent were issues discussed relating to the LGBTQ (Lesbian Gay Bisexual Transgender Queer) community?

☐ LGBTQ issues were not mentioned

☐ LGBTQ issues were introduced but not discussed much

☐ LGBTQ issues were covered in some detail, as one of a number of diversity themes

☐ LGBTQ issues were covered in great detail

☐ LGBTQ issues were discussed extensively as the core theme of the training/education

Comments

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5. What diversity issues do you think are the highest priority for your organization, business or group to learn about?

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**6. Are you aware of any resources in Durham Region that serve the LGBTQ population?
(e.g. organizations, businesses, professionals)**

Please indicate these in the space below:

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8. Conclusion

Thank you so much for taking the time to fill out this survey! Your responses will help us to work towards building a stronger community.

We hope you are interested in being a part of the Prideline Durham Resource Guidebook so that more people can find and access your organization, business or group.

If you have any questions about the survey or the project, please feel free to contact the project coordinator, Sarah, at CDCD: 905-686-2661 ext.131.

1. Please leave the first name, email and phone number of a person we can contact to confirm information for the Guidebook. (Reminder: this process is completely confidential; nothing will be published or made public without your final consent).

Name, Email, Phone
number

2. Do you have any final comments about diversity issues or opportunities in your organization, business or group?